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Hearing on “Sexual Exploitation Online”
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Thank you Attorney General Coakley for this opportunity to participate in today’s hearing on the important and compelling issue of human trafficking on the Internet. We at Verizon appreciate the leadership that you and your office, as well as law enforcement personnel across the Commonwealth, have shown in the area of online safety generally, and with respect to the issues addressed at this hearing.

Verizon shares the concerns and outrage reflected in the comments of others who testified at today’s hearing. While Verizon does not offer the types of services that have generated the concerns being addressed today, we and other Internet-Service Providers, or ISPs, do play an important role in assisting law enforcement in investigating and prosecuting illegal activity that takes place online, and I’d like to take time this morning to comment on that role. I’d also like to describe some of the things that Verizon is doing to promote online safety generally, and specifically in the area of child online safety research and domestic violence prevention.

Every day law enforcement agents submit hundreds, if not thousands, of subpoenas, court orders and other forms of process to ISPs nationwide in connection with ongoing law enforcement proceedings. ISPs play a critical role in supporting these investigations through their ability to connect an otherwise anonymous Internet Protocol (IP) address to the name of a customer assigned to that IP address in their records. These IP “look-ups” help law enforcement lift the veil of anonymity that can shield bad actors from identification.

The types of investigations in which ISPs assist law enforcement run the gambit of illegal conduct, ranging from domestic violence to death threats to child pornography. As time is often of the essence in such investigations, most major ISPs prioritize law enforcement responses and respond quickly, especially in cases where there is a risk of personal harm. In Verizon’s case, most subpoenas are returned within a day. Where a request is urgent, we typically respond in a matter of hours. For example, earlier this year Verizon’s security team was able to correctly identify in a matter of minutes a Virginia man accused of posting a death threat against President Obama on the White House website.

To highlight the import and often life-saving nature of the ISP role, here are a few real-life examples of cases we at Verizon have handled:

- In one case, Verizon Security, working in cooperation with law enforcement, Yahoo! and AOL, was able to identify through an IP

address the location of a child predator who had abducted a 13 year old girl. Verizon provided location information to a waiting SWAT team who found the girl, tied to a bed post but relatively unharmed. The predator is now serving a 20 year prison term.

- In another, Verizon Security working with US Immigration and Customs Enforcement (ICE) agents identified through an IP address the location of a man who was using a webcam to broadcast the sexual abuse of a 6 year old boy. Through Verizon's help law enforcement agents were able to locate and arrest the predator and he is now serving a 30 year prison sentence.

These are but a few of the cases in which Verizon, and no doubt countless other ISPs, have played a central role in helping to thwart criminal behavior using the technology and legal process available to us.

More broadly, the ISP industry, working through the US Internet Service Provider Association (USISPA), one of the primary industry organizations with which AOL, AT&T, Comcast, Yahoo and Verizon participate, has worked extensively with the National Association of Attorneys General to develop a set of subpoena guidelines and sound practices for ISPs and law enforcement to assist in the prompt production of data in connection with criminal investigations. These guidelines include:

- Recommendations for maintaining a list of ISP subpoena personnel so law enforcement will know who to contact, especially in the case of emergency;
- Sample subpoenas showing the types of information an ISP typically needs in order to identify a subscriber;
- Information on how to identify the correct ISP to which to send the request; and
- Information on the coverage of federal law (ECPA) and ECPA's emergency request procedures.

USISPA is also in the process of developing a set of sound practices for ISPs regarding compliance with the PROTECT Act, the federal law passed in the fall of 2008 which clarified certain aspects of the law around the reporting of child pornography and law enforcement cooperation. Each of these efforts underscores the commitment of the ISP industry to working with law enforcement to address illegal conduct taking place on, or through the use of, the Internet.

The efforts of Verizon, and other companies, to help combat illegal activity and to protect their subscribers from unscrupulous conduct on the Internet extend far beyond the ISP industry's extensive law enforcement cooperation efforts, however. Many, if not most, ISPs routinely provide extensive education to their customers in the area of online safety.

Many also make available to their customers free and for-a-fee services like parental control, anti-virus and anti-spyware software.

Verizon has brought these online safety services together on a single website that highlights the internet, TV and wireless safety tools and information we make available to our customers. The website, located at www.parentalcontrolcenter.com, pulls together a wide variety of content about managing teen and family cell phone use and protecting kids online, as well as links to Verizon's free parental controls software for wireless devices and computers. The website also highlights the work of the Verizon Foundation in sponsoring online safety research, which includes:

- The Verizon-sponsored Thinkfinity website that offers educators, parents and kids a host of online tools and information about staying safe online, and
- The Hopeline, a Verizon Wireless project that collects and refurbishes unused cell phones and provides them free of charge to domestic violence organizations and to local law enforcement for use with their domestic violence clients.

Verizon has also committed substantial resources to the cause of improving on line safety through its grants to the Crimes Against Children Research Center at the University of New Hampshire, the Carnegie Library foundation and other local organizations, and through its sponsorship of the PBS Frontline presentation of "Digital Nation".

Here in Massachusetts, the Verizon Foundation recently teamed up with Mayor Menino and the Boston Public Schools to increase students' awareness of proper computer usage in the city's schools. The Verizon Foundation donated \$15,000 to the school district's Cyber Safety Campaign to support its Cyber Mentor program. The program enables high school and college students to inform students of all ages about the importance of Internet safety and the school district's Acceptable Use Policy. In addition, earlier this year, Verizon and i-SAFE kicked off a series of 12 Internet safety seminars during Cyber Safety Week at schools in Western Mass. to help teach middle and high school students about ways to have a safe and secure online experience and to address issues like "cyber bullying". The program was funded by a \$40,000 grant from the Verizon Foundation and covered a wide range of topics, including cyber predators, cyber gangs and identity theft.

Finally, the Verizon Foundation has spent nearly \$19M over the past three years in support of domestic violence prevention. The National Network to End Domestic Violence ("NNEDV"), which is one of the organizations in this area that Verizon supports, performs extensive Safety Net training for law enforcement, shelter staff, victims, advocates, and kids. Since 2002, the NNEDV has trained over 44,000 individuals on how to safely harness the benefits of technology to help victims of domestic violence and the victim advocates who support them. Specifically, this training has improved the ability of police officers to gather and use technology-based evidence so that the legal system is better positioned to hold offenders accountable.

Supporting initiatives to increase awareness of the problem of domestic violence is a major area of focus for Verizon and its philanthropic activities. And we are pleased to report that over the past five years, the company has awarded approximately \$1 million to nonprofits that focus on domestic violence in Massachusetts.

We at Verizon are proud of our partnership with Attorney General Coakley and her office, and of our partnerships with law enforcement personnel across the Commonwealth, in this important area of online security and safety. Through these efforts, we are all playing an important role in the battle against online criminal activity, and importantly, in the education and protection of children and families throughout Massachusetts.

Thank you for this opportunity to speak with you today.